Citizen's Perspective

Winnipeg

2002 Citizen Survey

Survey conducted by Prairie Research Associates
Prepared by The City of Winnipeg-CAO Secretariat
October 2002

Winnipeg

Survey Method

- **Conducted by Prairie Research Associates** (2001 & 2002)
  (Viewpoints Research in 1998, 1999, 2000)
- **Random telephone survey**
- **Surveyed Winnipeggers at end of September (each year)**
- **1,619 Winnipeggers surveyed. Results in a margin of error of ±2.4%, 19 times out of 20.**
  (600 people in 1998, 1999 & 2000 with corresponding error of ±4.0%)
- **Data used in presentation are based on people who answered the survey question**
  → excludes "don't know/refused"

Source: City of Winnipeg-CAO Secretariat. 2002 Survey conducted by Prairie Research Associates. +/- 2.4%, 19 times out of 20

Quality of Life

Winnipeg

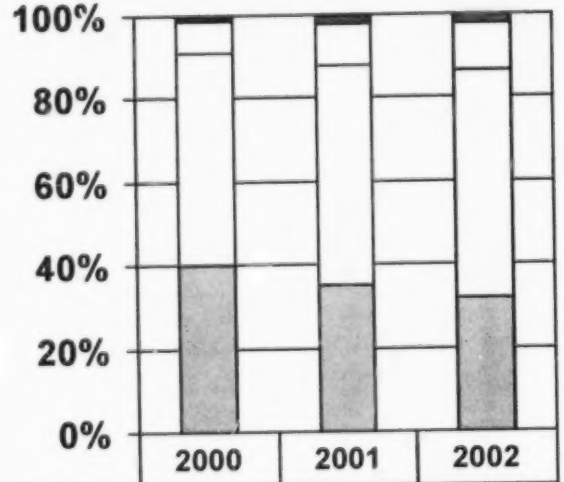
Quality of Life

Winnipeggers are very positive about their city.

In 2002,

87% of Winnipeggers believe that the quality of life in Winnipeg is very good or good.

How would you rate the quality of life in Winnipeg?



	2000	2001	2002
poor	1%	2%	2%
only fair	8%	10%	11%
good	51%	53%	55%
very good	40%	35%	32%

Source: City of Winnipeg-CAO Secretariat. 2002 Survey conducted by Prairie Research Associates. +/- 2.4%, 19 times out of 20

Winnipeg

What Winnipeggers value most about living in Winnipeg:

Top 5 items Winnipeggers value most in 2002:

1) My family / friends are here, 17%
2) Size of city / comfort level, 15%
3) Low cost of living, 11%
4) Sense of community/people help each other, 10%
5) Scenery / green space / open space, 9%

Source: City of Winnipeg-CAO Secretariat. 2002 Survey conducted by Prairie Research Associates. +/- 2.4%, 19 times out of 20

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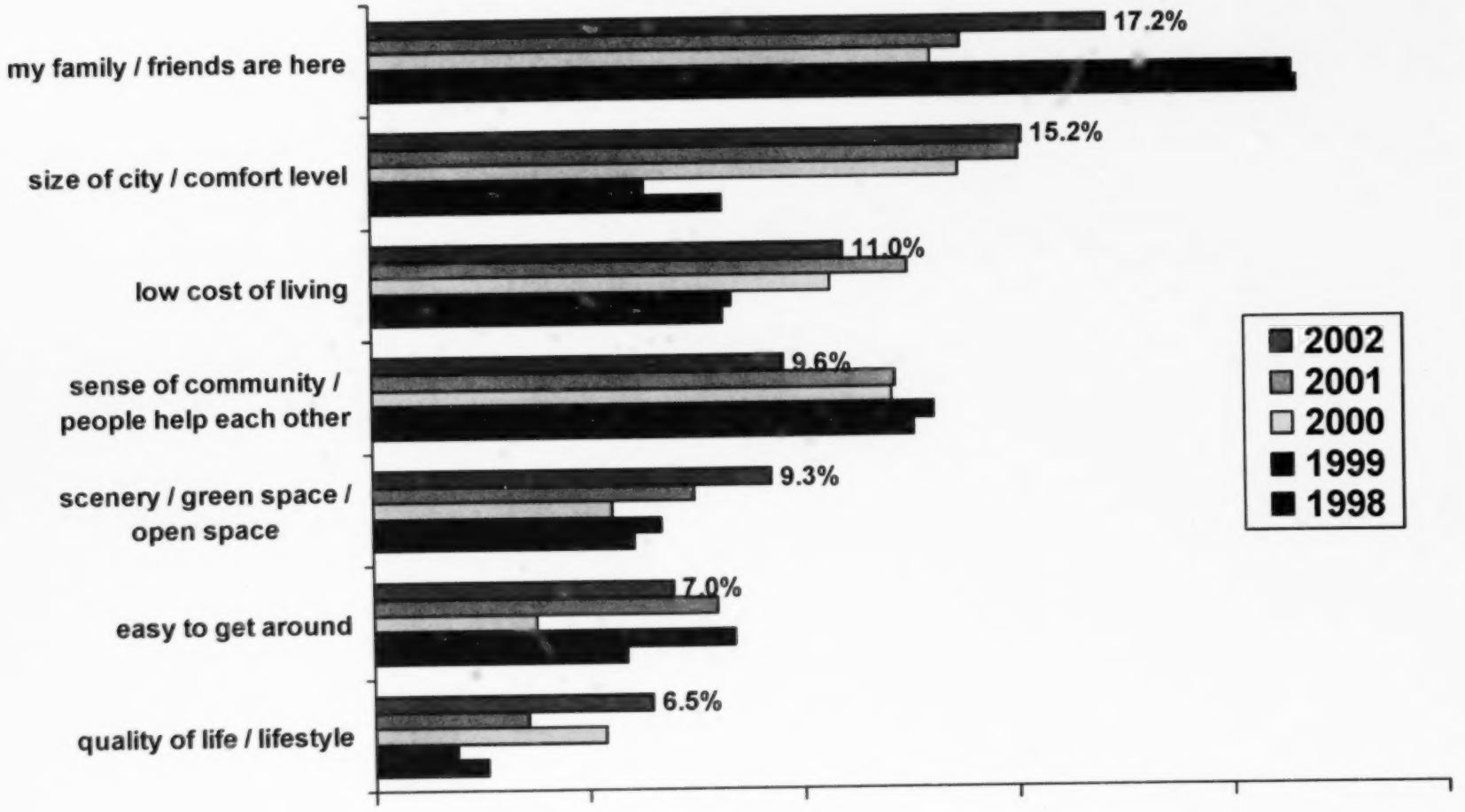

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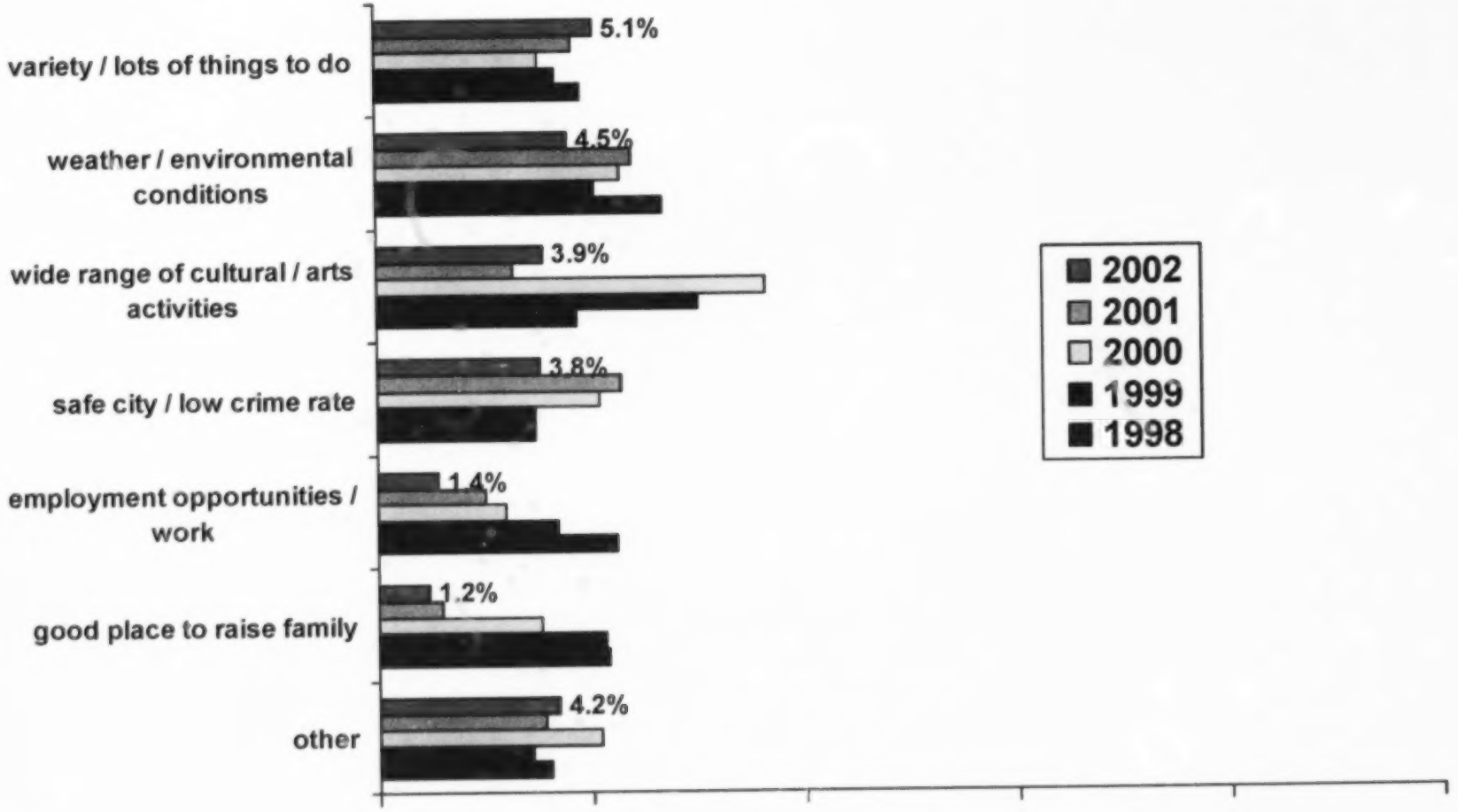
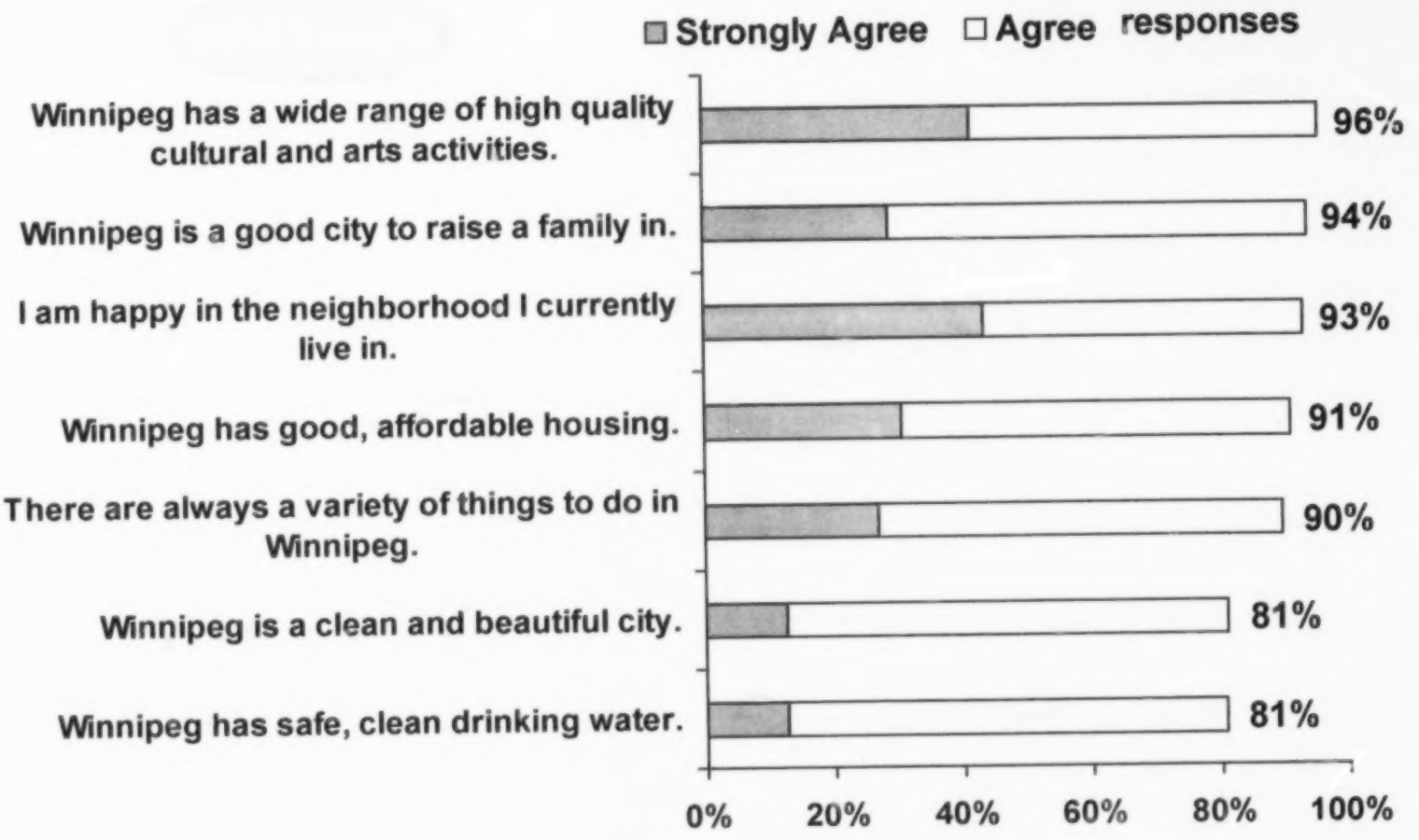
What Winnipeggers value most about living in Winnipeg:

104-00313/



Source: City of Winnipeg-CAO Secretariat. 2002 Survey conducted by Prairie Research Associates. +/- 2.4%, 19 times out of 20

Quality of Life Statements:



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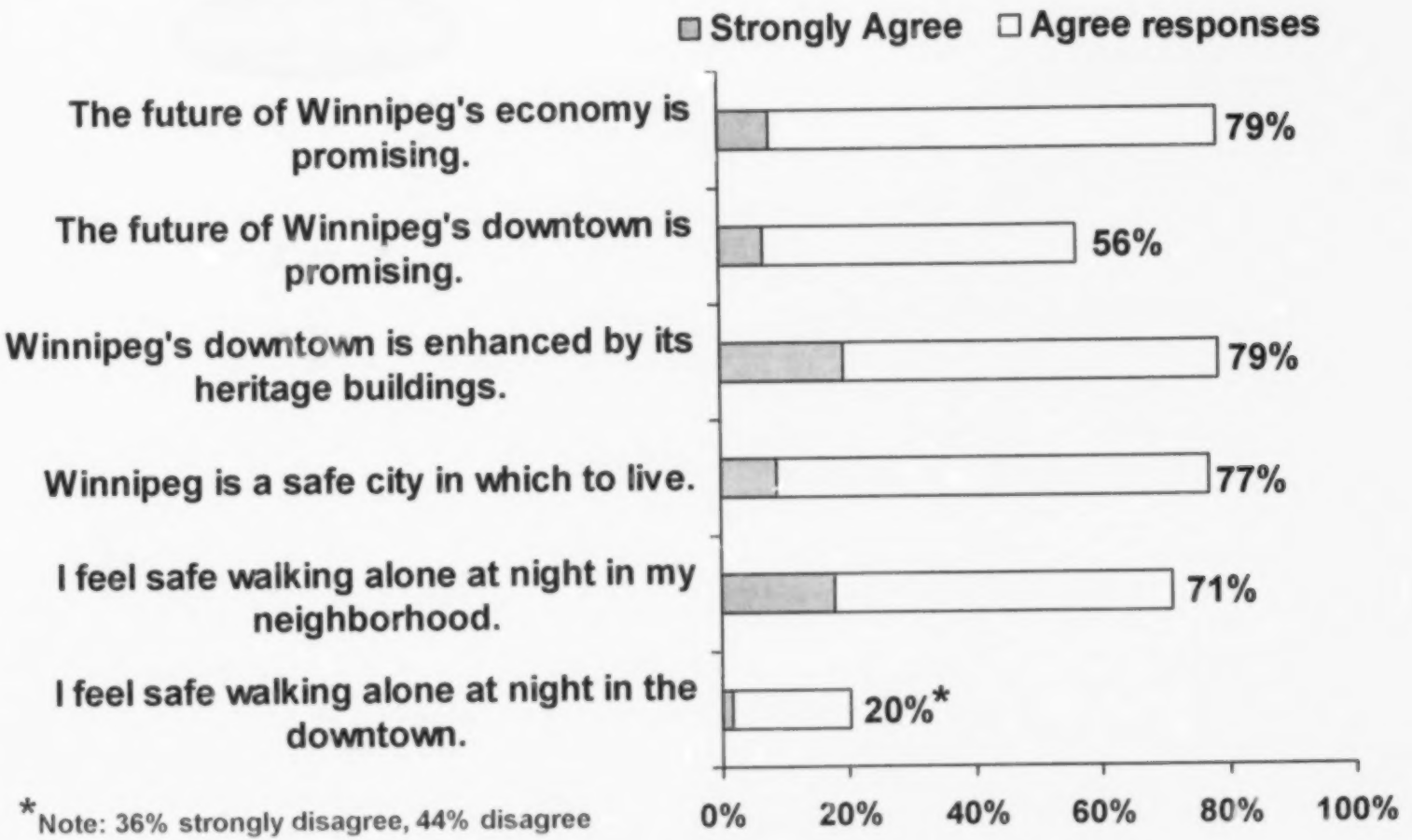

*Note: 36% strongly disagree, 44% disagree

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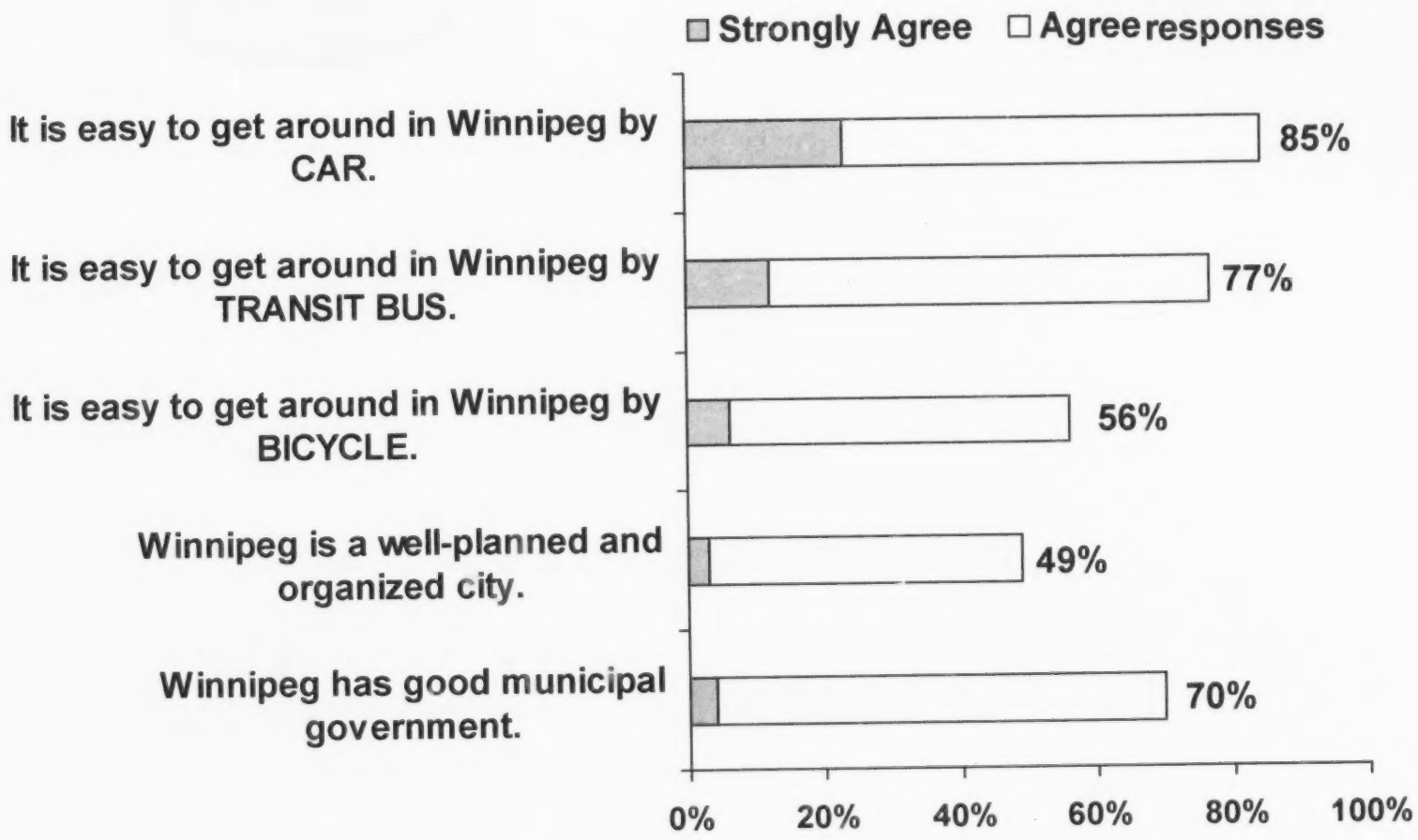

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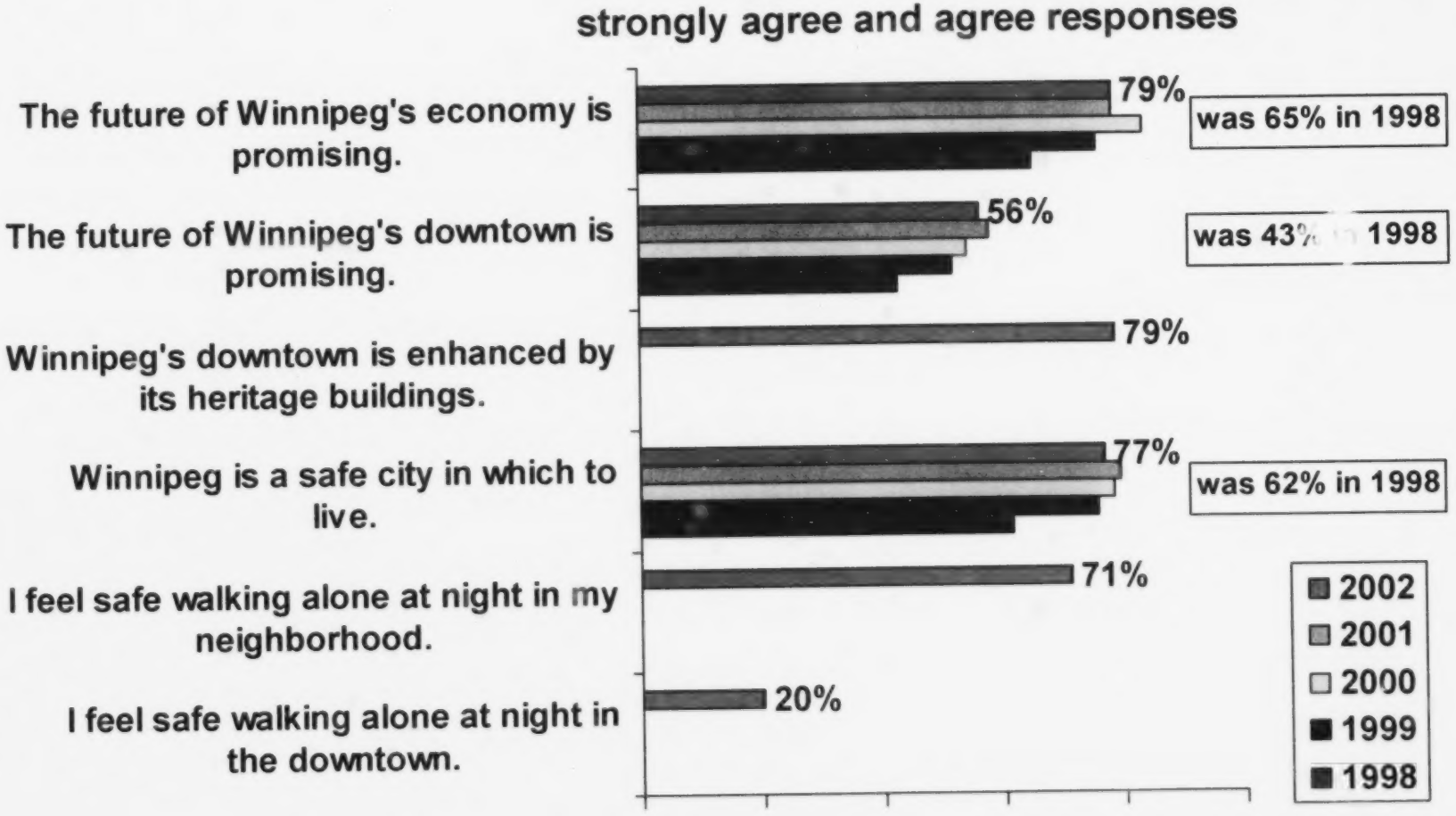

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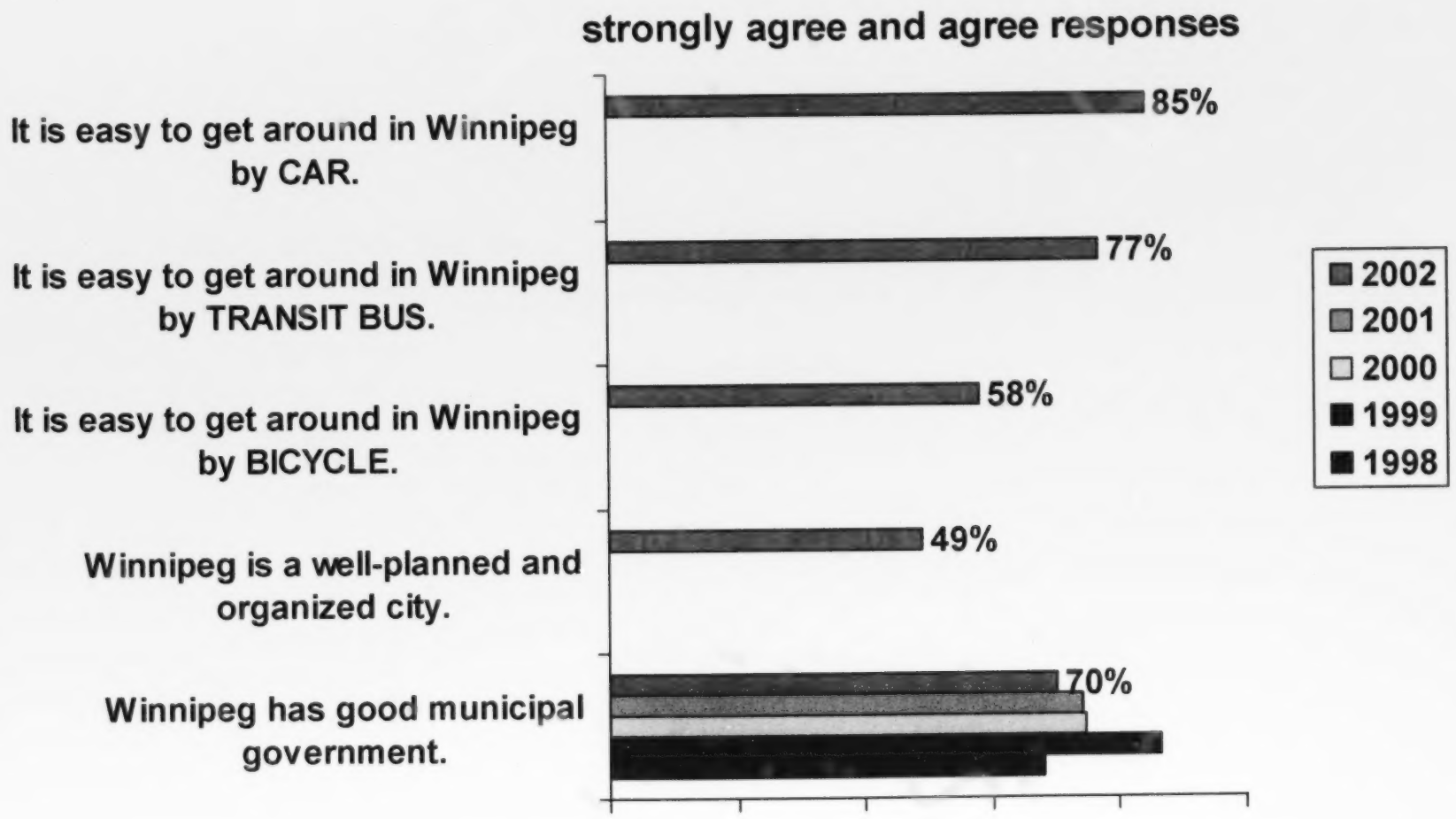

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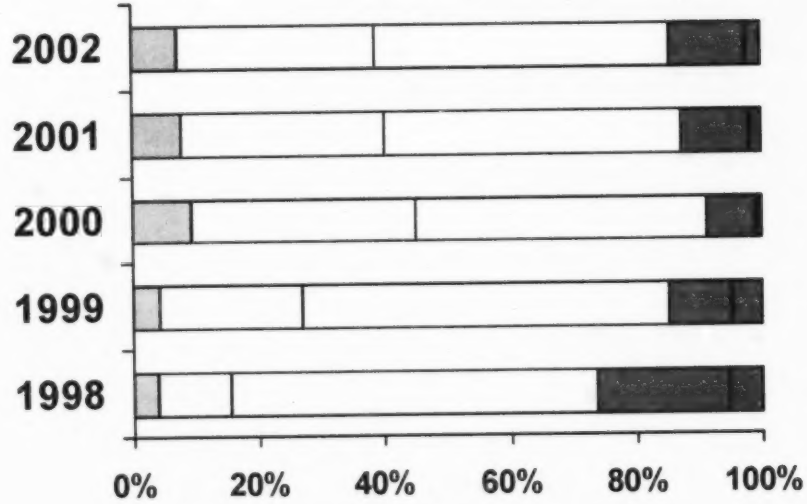
Comparing to the past

38% of the people believe Winnipeg is a better place today than it was five years ago.

From 1998, the opinion has changed to positive.

Comparing Winnipeg today to five years ago, would you say that Winnipeg today is...



	1998	1999	2000	2001	2002
much worse	5%	5%	1%	2%	2%
worse	21%	10%	8%	11%	12%
about the same	58%	58%	46%	47%	47%
better	11%	23%	36%	32%	31%
much better	4%	4%	9%	8%	7%

Source: City of Winnipeg-CAO Secretariat. 2002 Survey conducted by Prairie Research Associates. +/- 2.4%, 19 times out of 20

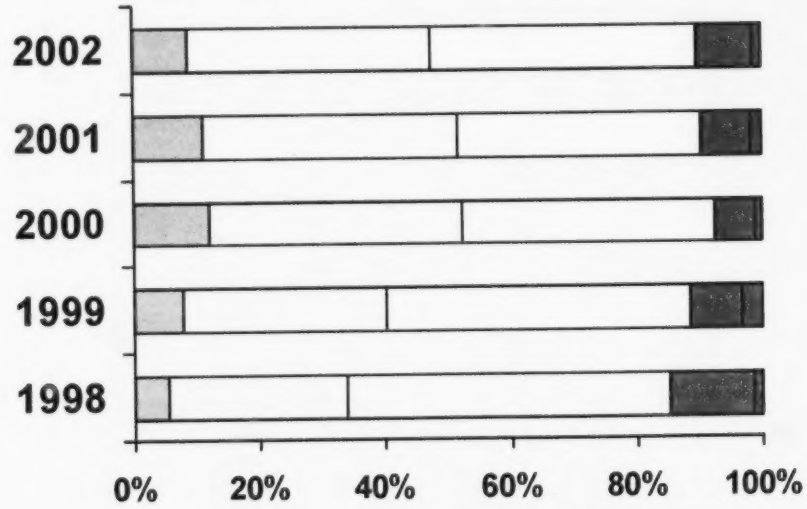
Comparing to the future

- expectations -

And thinking ahead to the future, five years from now, do you expect Winnipeg will be...

Almost half (48%) of the citizens believe Winnipeg will be a better place in the future.

This was not the case in 1998 & 1999.



	1998	1999	2000	2001	2002
much worse	1%	3%	1%	2%	2%
worse	13%	8%	6%	8%	9%
about the same	51%	48%	40%	39%	42%
better	28%	32%	40%	41%	39%
much better	6%	8%	12%	11%	9%

Source: City of Winnipeg-CAO Secretariat. 2002 Survey conducted by Prairie Research Associates. +/- 2.4%, 19 times out of 20

City Services: Citizen Satisfaction

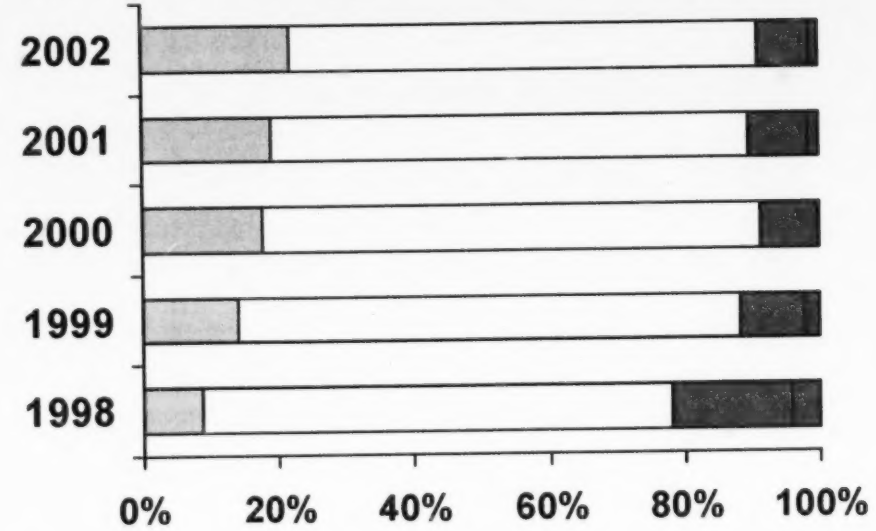
Citizen overall satisfaction with City services:

Overall satisfaction continues to remain high.

from 78% in 1998 to 91% in 2002.

As well, the number of citizens who are very satisfied has increased every year, from 9% in 1998 to 22% in 2002 --more than doubling since 1998.

In general, how satisfied are you with the services provided by the City of Winnipeg?



	1998	1999	2000	2001	2002
very dissat	4%	2%	0%	2%	1%
smwt dissat	18%	10%	9%	9%	8%
smwt sat	70%	74%	73%	71%	69%
very sat	9%	14%	18%	19%	22%

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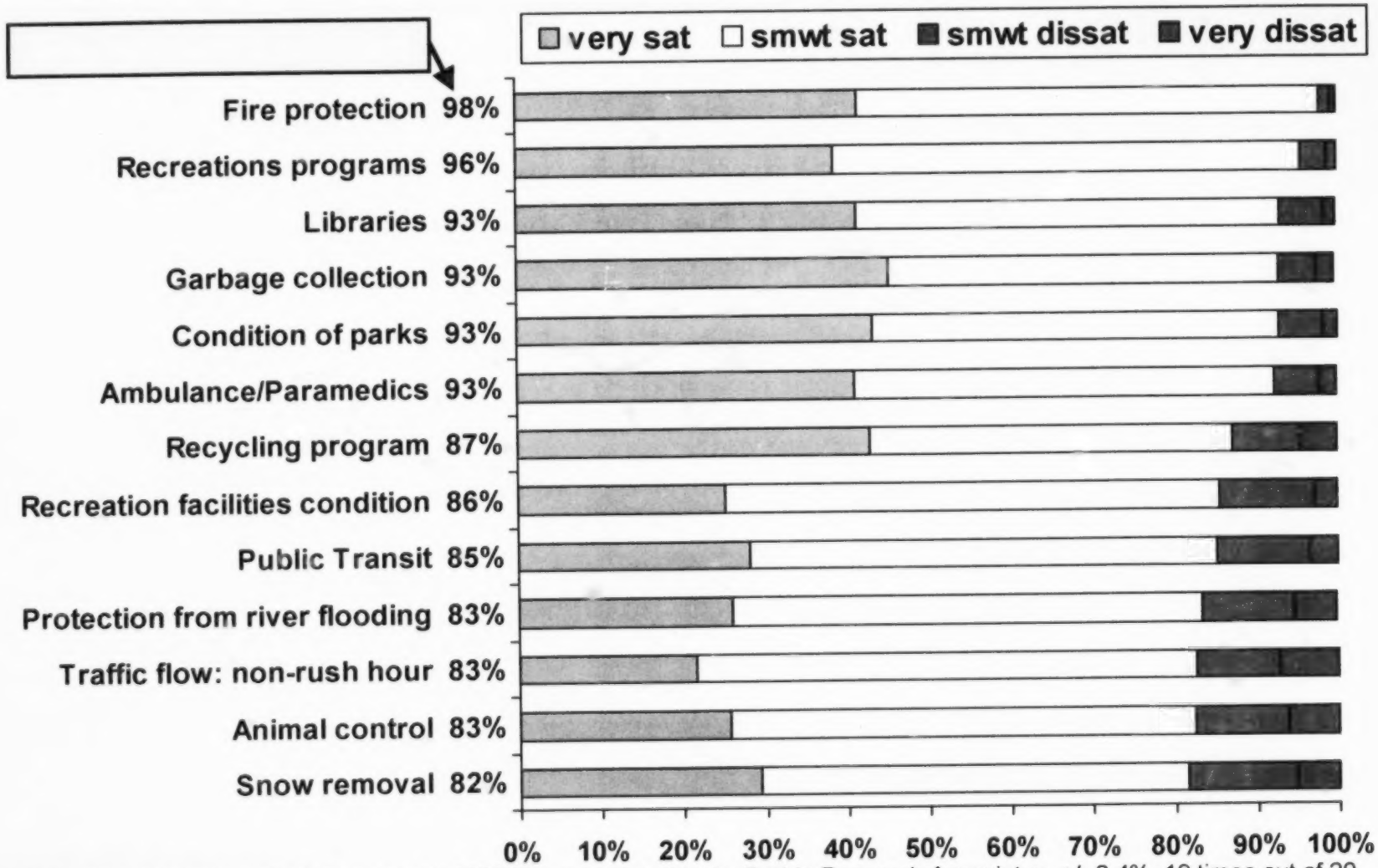
Citizen Satisfaction - 2002



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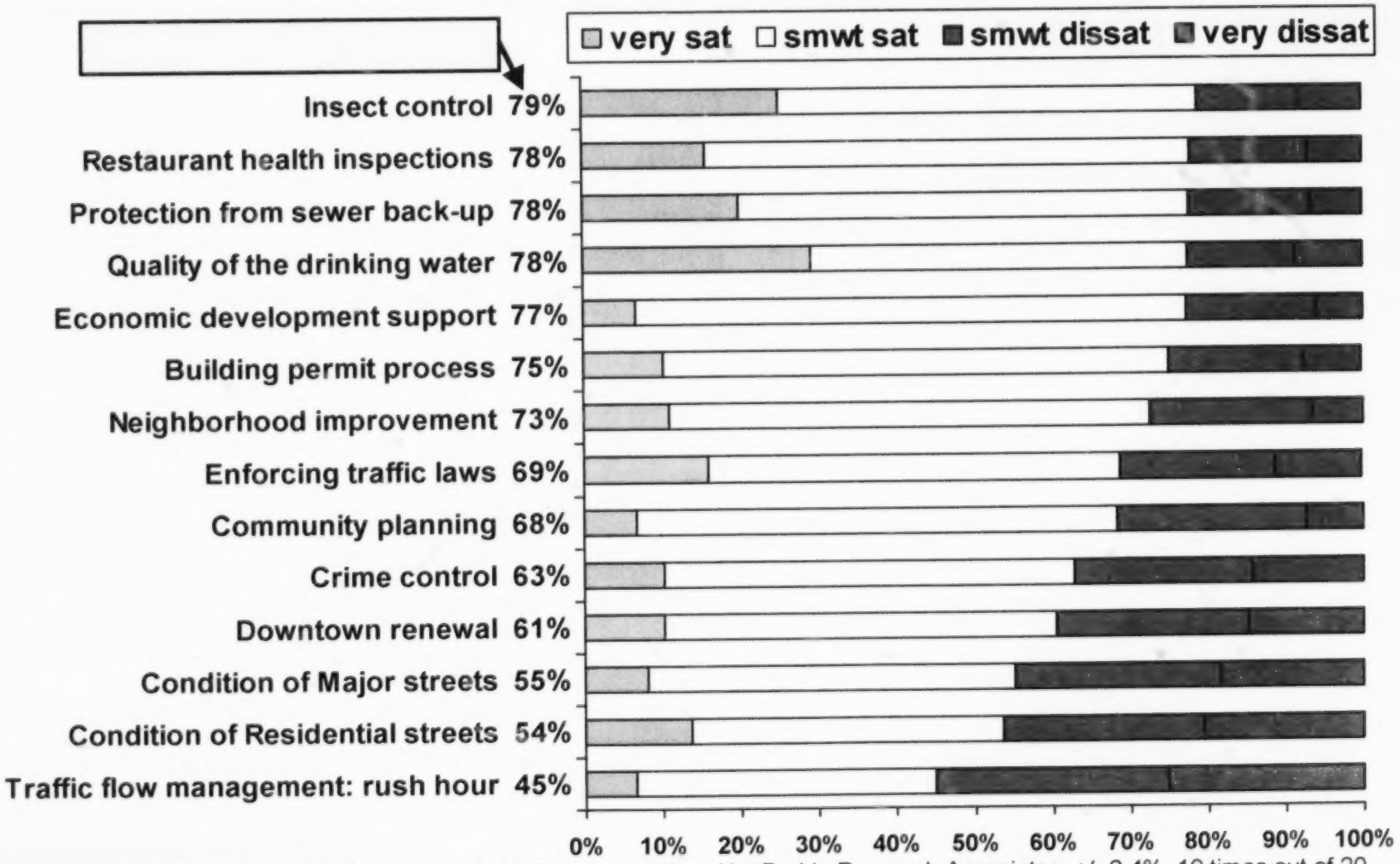

very sat
smwt sat
smwt dissat
very dissat
Insect control 79%
Restaurant health inspections 78%
Protection from sewer back-up 78%
Quality of the drinking water 78%
Economic development support 77%
Building permit process 75%
Neighborhood improvement 73%
Enforcing traffic laws 69%
Community planning 68%
Crime control 63%
Downtown renewal 61%
Condition of Major streets 55%
Condition of Residential streets 54%
Traffic flow management: rush hour 45%
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Source: City of Winnipeg-CAO Secretariat. 2002 Survey conducted by Prairie Research Associates. +/- 2.4%, 19 times out of 20

Winnipeg

Actual User Satisfaction

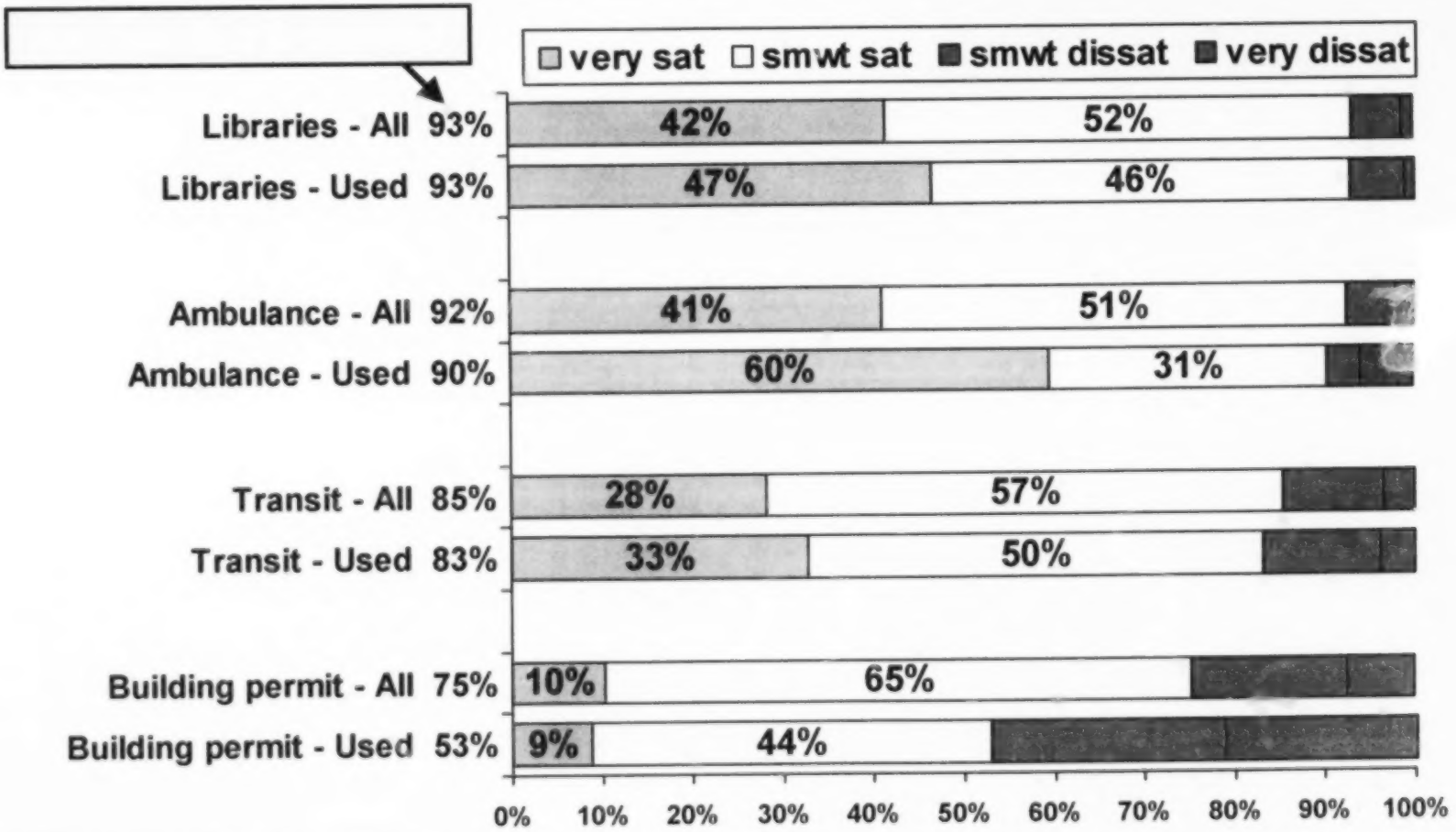
Have you used this service in the past year?

	yes	
Libraries	1,109	(68%)
Ambulance	164	(10%)
Transit	925	(57%)
Building Permit	107	(9%)

Source: City of Winnipeg-CAO Secretariat. 2002 Survey conducted by Prairie Research Associates. +/- 2.4%, 19 times out of 20

Actual User Satisfaction

Users have a stronger opinion – more in the "very" end of the scale.



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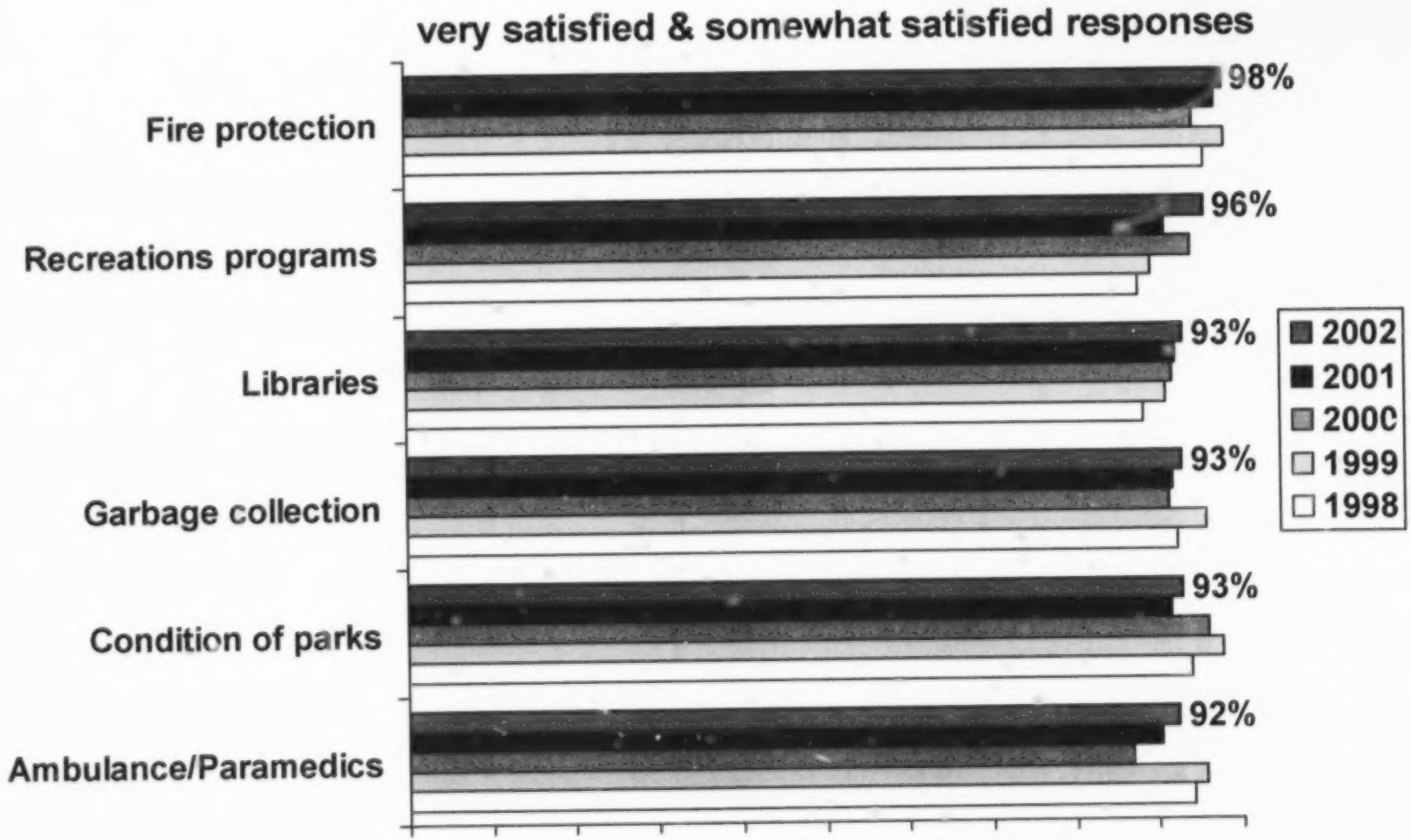
Trends: Citizen Satisfaction (in 90s)



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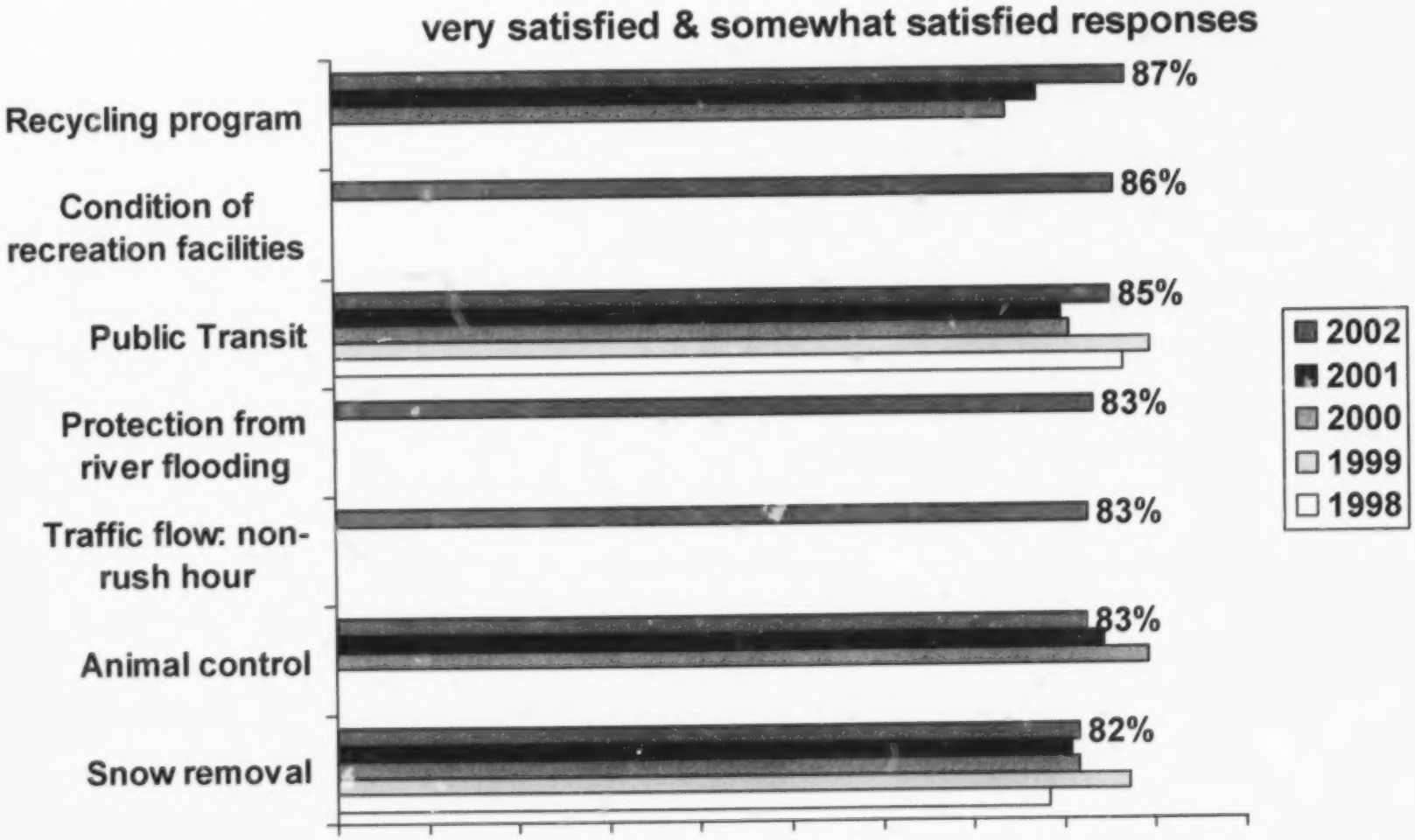
Trends: Citizen Satisfaction (in 80s)



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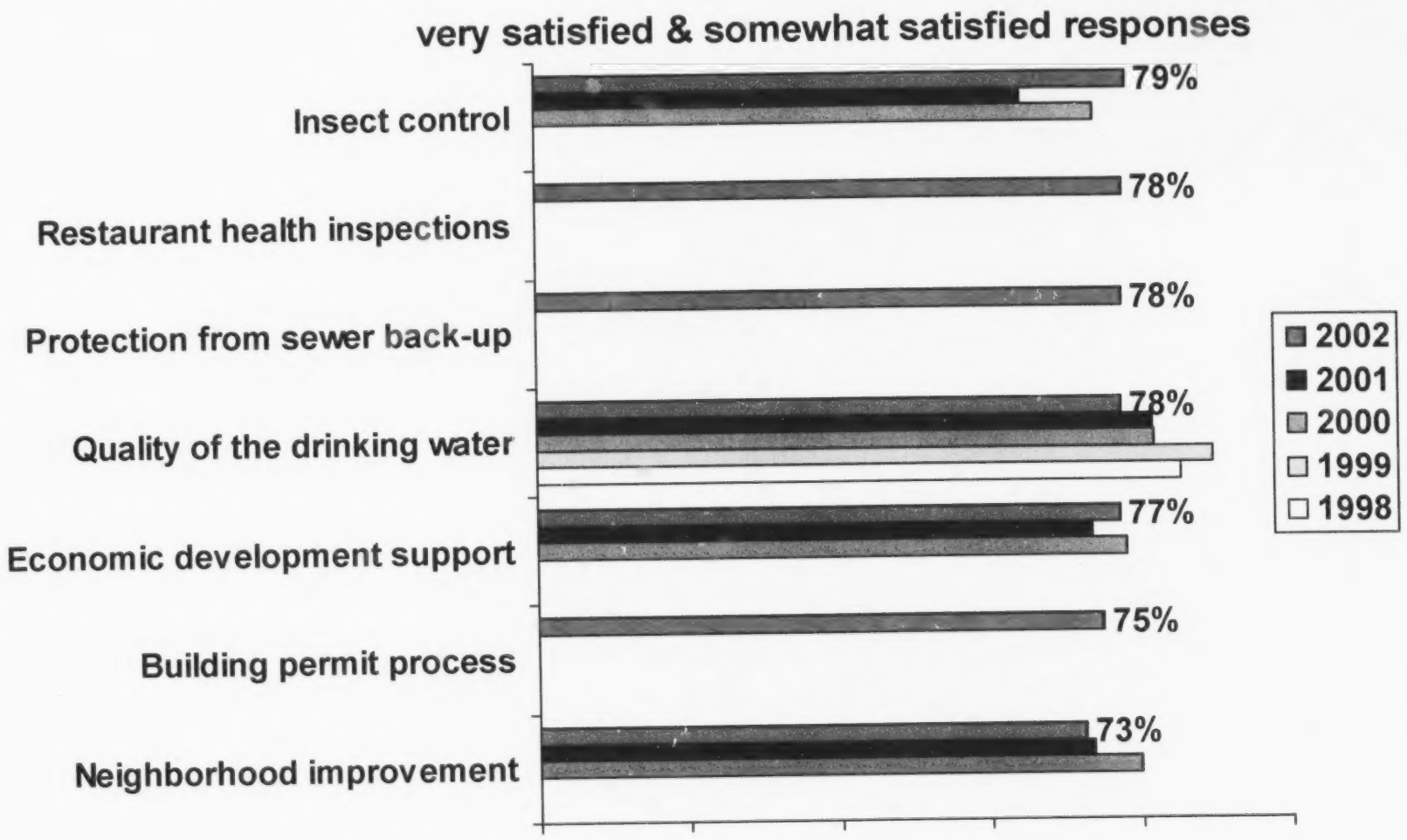
Trends: Citizen Satisfaction (in 70s)



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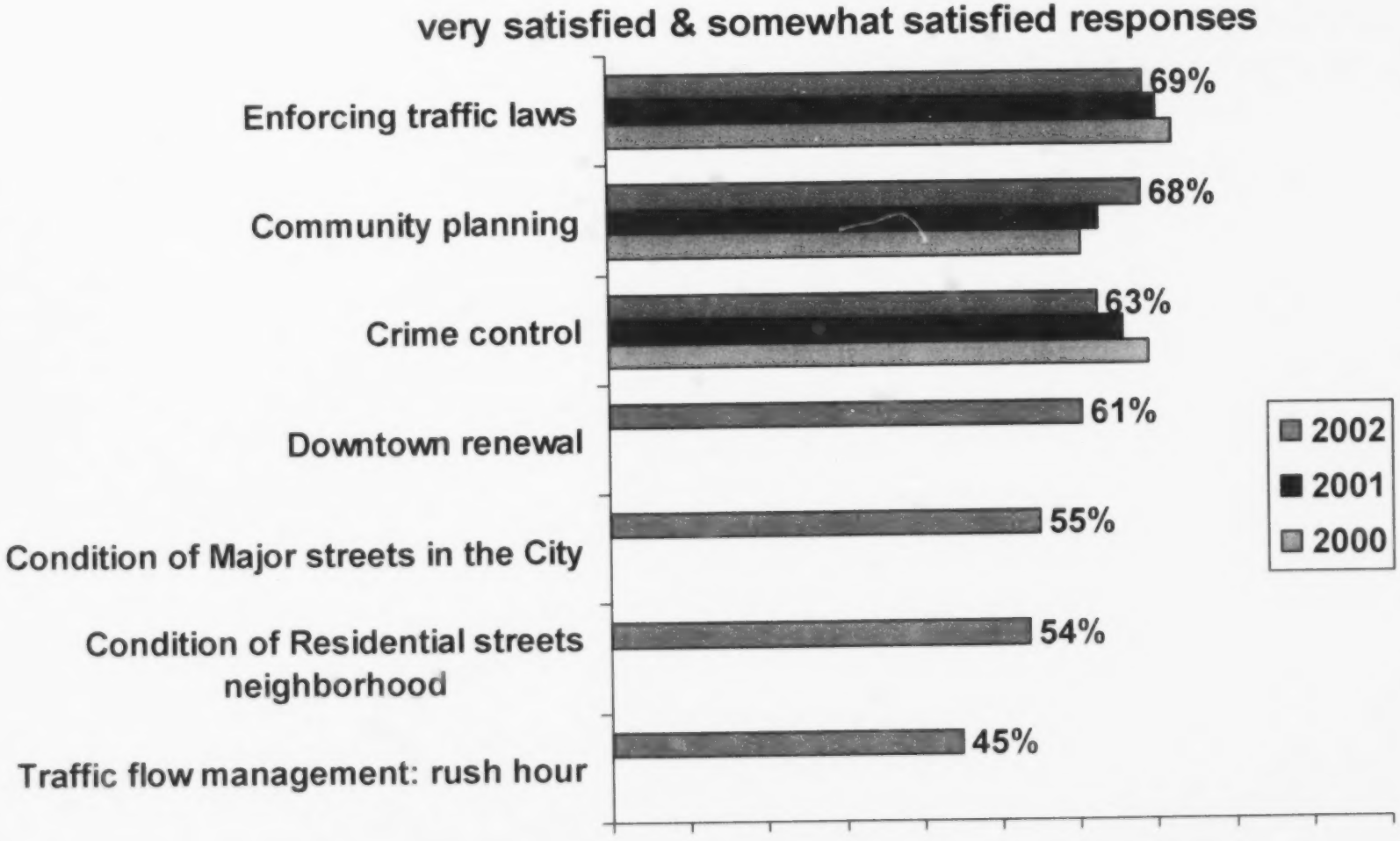
Trends: Citizen Satisfaction (below 70%)



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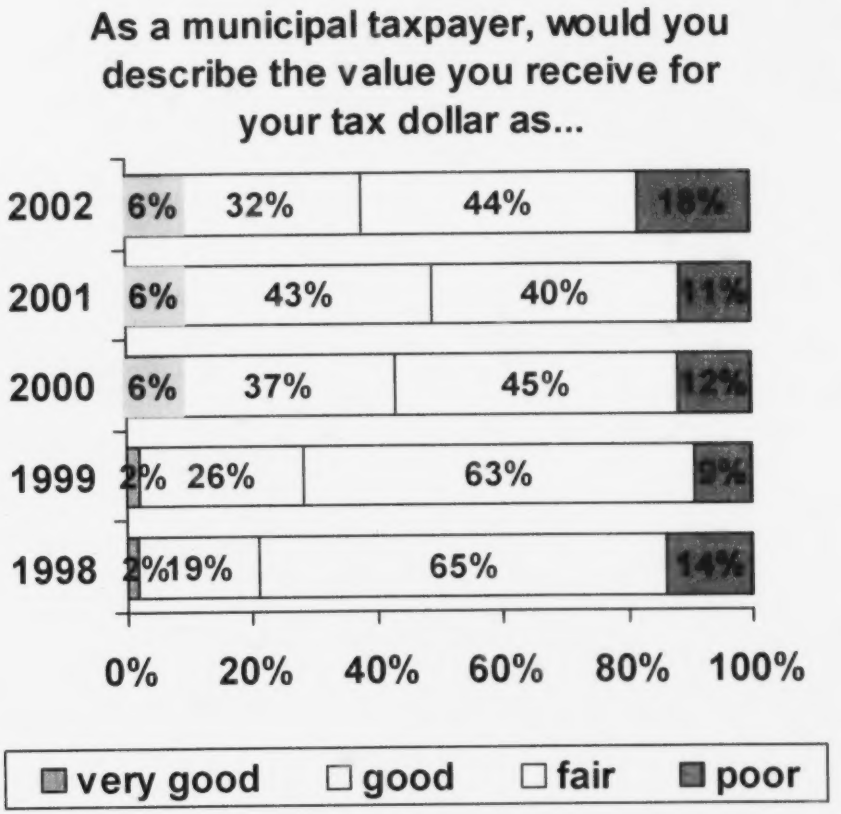
Value for Tax Dollar

In 2002,

82% of Winnipeggers believe there is fair to very good value in their municipal tax dollar.



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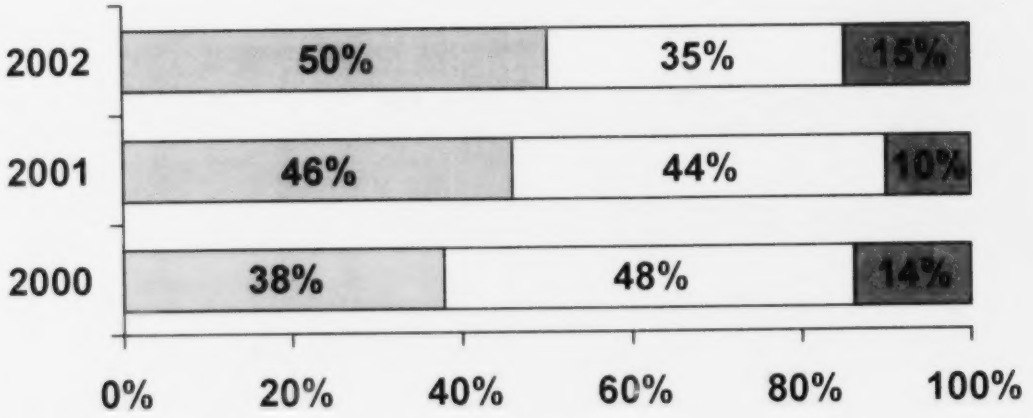
Property Tax: Increase or Decrease?

Which statement best describes your view?



- An increase in property taxes equal to inflation is acceptable in order to ensure that service levels remain the same
- Property taxes should not increase at all even though there may be some impact on services
- Property taxes should be reduced even if it means reducing levels of services

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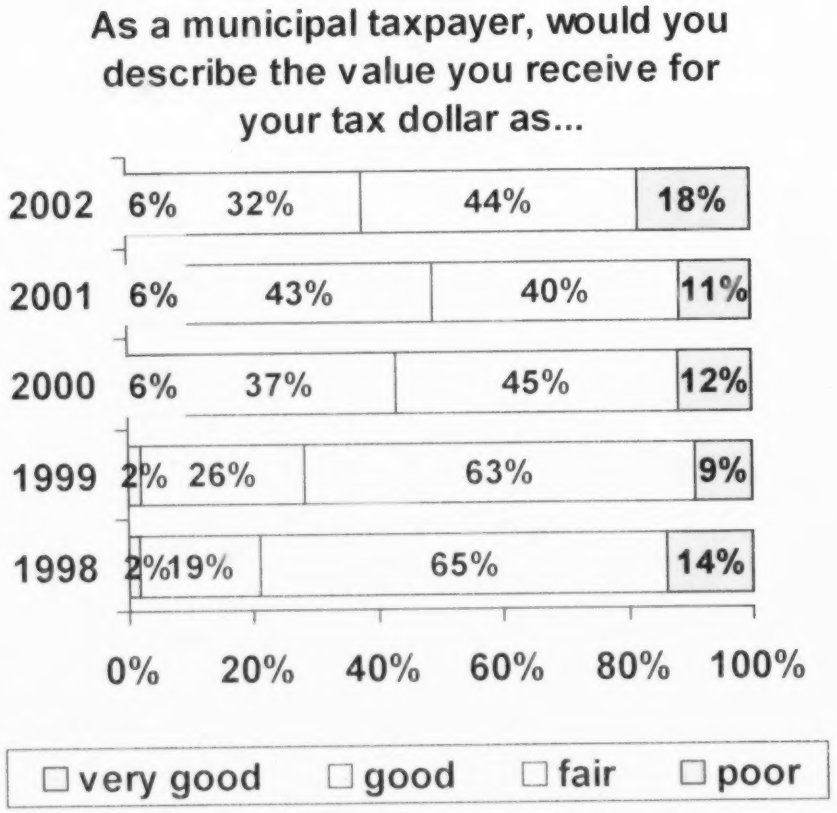

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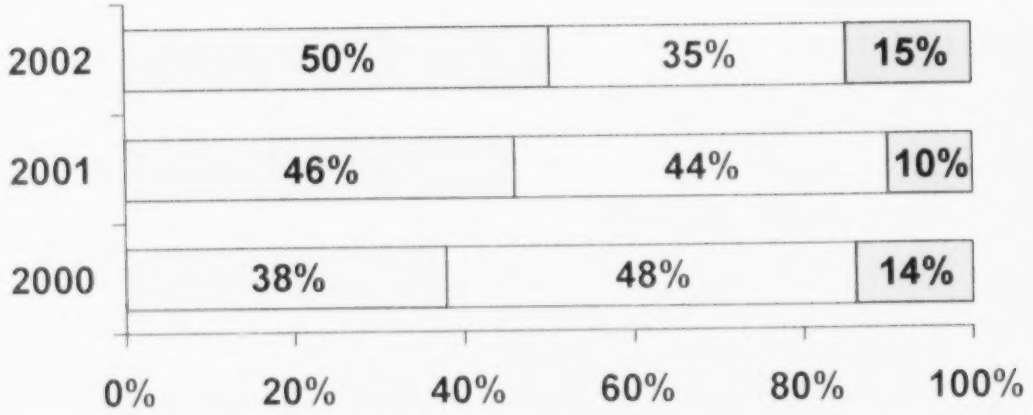

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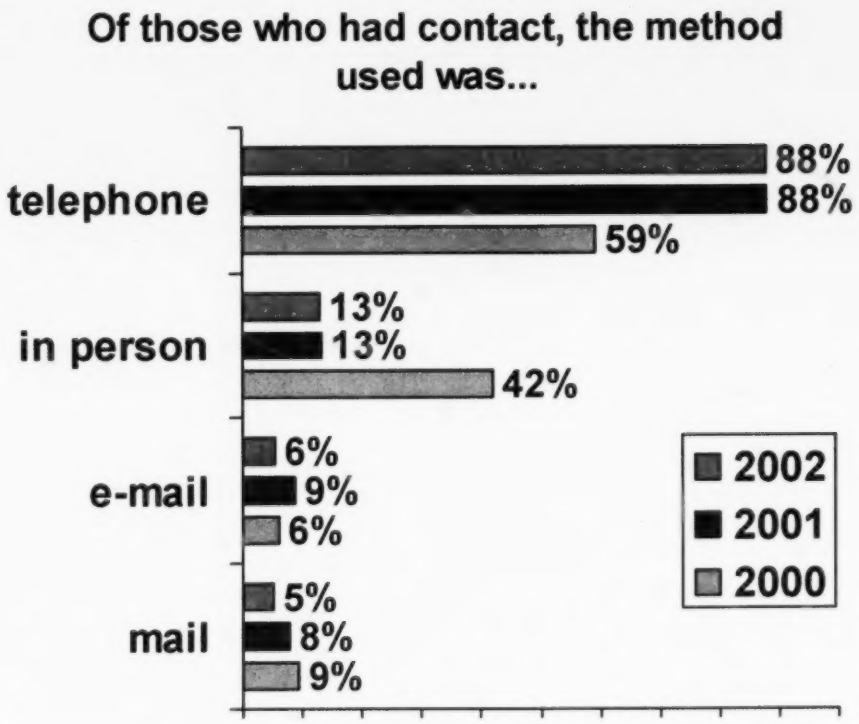
Contact with City Staff

Contact with City Staff

Telephone was by far the primary method of contact.



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Winnipeg

Contact with City Staff

Of those surveyed who had contact with a City staff:

	2000		2001		2002	
	Yes	No	Yes	No	Yes	No
Did you you get what you needed?	85%	15%	64%	36%	72%	28%
Was the response provided in a reasonable time?	87%	13%	72%	28%	77%	23%
Were you treated courteously?	92%	8%	90%	10%	89%	11%

Source: City of Winnipeg-CAO Secretariat. 2002 Survey conducted by Prairie Research Associates. +/- 2.4%, 19 times out of 20

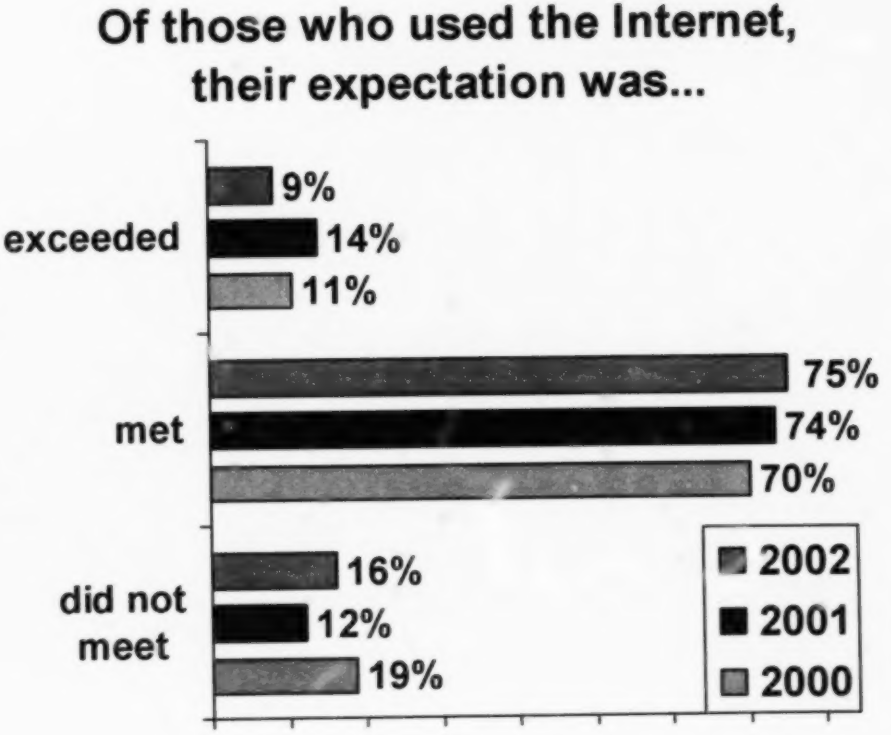
Use of the Internet for City Information

Winnipeg

Use of the Internet for City Information

For 2002, 30% of those surveyed had looked on the Internet to find information about City services in the past 12 months.

- **38% in 2001**
- **31% in 2000**



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New Deal Town Hall Sessions

No.	Date	Location
1	**October 6, 2003**	St. James Civic Centre 2055 Ness Avenue 7:00 p.m. - 9:00 p.m.
2	**October 15, 2003**	Fort Rouge Leisure Centre 625 Osborne Street 7:00 p.m. - 9:00 p.m.
3	**October 20, 2003**	Miles MacDonell Collegiate 757 Roch Street 7:00 p.m. - 9:00 p.m.
4	**October 22, 2003**	Glenlawn Collegiate 770 St.Mary's Road 7:00 p.m. - 9:00 p.m.
5	**November 5, 2003**	Shaugnessy Park School 1641 Manitoba Avenue 7:00 p.m. - 9:00 p.m.
6	**November 19, 2003**	St. Paul's High School 2200 Grant Avenue 7:00 p.m. - 9:00 p.m.
7	**November 25, 2003**	Sister McNamara School 460 Sargent Avenue 7:00 p.m. - 9:00 p.m.